



WHAT HAPPENS WHEN HOOSIERS DO GREAT THINGS?

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INDIANA'S COMMUNITIES BECOME STRONGER!

Hello!

Indiana is fortunate to have an extraordinary group of dedicated Hoosiers working to make our state the best it can be. Members and volunteers of the Indiana Commission on Community Service and Volunteerism are protecting our environment, educating our youth, improving public safety, and developing solutions for a stronger Hoosier homeland.

When the late Governor O'Bannon authorized the creation of ICCSV in 1997, our vision became to facilitate stronger communities through citizen involvement, community infrastructures, and diversity. That vision is alive and well today, thanks to the coordinated work of government and public participants. As a result of ICCSV members, Indiana's communities are becoming stronger!

The successful future of all Hoosiers is riding on the wings of initiatives coordinated by the ICCSV. The information and stories included in this report are a snapshot of our accomplishments and the encouraging vision of strength that comes from asking "what happens when Hoosiers believe in a better tomorrow."

Keep up the good work,

Joseph E. Kernan
Governor

Vision

The Indiana Commission on Community Service and Volunteerism envisions an Indiana...

- where citizens of all ages understand the value of voluntary and community service;
- where citizens encourage each other to adopt an ethic of civic responsibility; and,
- where citizens address local problems and enhance communities through local action.

It is through the combined efforts of citizens in Indiana to strengthen and promote our communities for our children's future to become a vision of today.

Mission

The Indiana Commission on Community Service and Volunteerism challenges the people of Indiana to strengthen their communities through service and volunteerism. We identify and mobilize resources, promote an ethic of service, and develop in communities the capacity to solve problems and improve the quality of life for all individuals and families.



Lynn C. Coleman
Chair
ICCSV Board of Commissioners



Joseph L. Smith, Sr.
Executive Director
ICCSV

Dear Fellow Hoosiers:

On behalf of the Indiana Commission on Community Service and Volunteerism (ICCSV), we are pleased to offer you a copy of this report on the State of Service and Volunteerism in Indiana.

The Reverend Dr. Martin Luther King, Jr. once concluded, "Everybody can be great, because everybody can serve." Within these pages, you will find extraordinary Hoosiers doing extraordinary things in their communities. Moreover, this report serves as a guide, offering valuable insight into the Commission's mission and work.

Additionally, we hope these stories will motivate you to serve or enhance the service you already provide.

It is an exciting time at the ICCSV. We look forward to working with you to promote service and volunteerism throughout our great state!

WHAT HAPPENS WHEN ORDINARY PEOPLE DO EXTRAORDINARY THINGS?

“WHEN PEOPLE TALK ABOUT VOLUNTEERING, THE PHRASE ‘MAKE A DIFFERENCE’ IS OFTEN MENTIONED. THE BEST THING ABOUT ICCSV IS THAT WE NOT ONLY MAKE A DIFFERENCE NOW, BUT FOR A LIFETIME.”

Kevin Kock, IRC Member 2003-2004, University of Evansville

Great deeds are done every day by Indiana citizens—those who work on the ground level of activity and recognize opportunities for improving Indiana.

In January 1994, an executive order by former Governor Bayh created the Indiana Commission on Community Service (ICCS) in response to the National Community Service Trust Act of 1993. The O’Bannon Administration discontinued the pre-existing Governor’s Voluntary Action Program in 1997, incorporating and renaming the ICCS as the Indiana Commission on Community Service and Volunteerism (ICCSV).

The ICCSV continues to improve the quality of Hoosier lives through the coordination of community volunteers who promote literacy and education, health and safety, and community development throughout Indiana. The ICCSV serves as the hub for resources and guidance for each of Indiana’s community service and volunteer initiatives. The organization identifies and mobilizes resources, supports an ethic of service, and helps communities develop the capacity to create solutions that enhance the quality of life of all Hoosiers.

Everyone benefits from extraordinary results!

By design, the ICCSV operates much like a business. An executive director, appointed by the governor, oversees day-to-day efforts of administration, programming, and staff. Emphasis is given to education, public safety, environmental, homeland security, and human needs by promoting and encouraging community development through a series of national and statewide programs.

The work is hands-on. The ICCSV is a tireless group of individuals and communities who believe in making a difference. And it all begins by asking: “What happens when....”

What happens when citizens say “Yes!” to community service...

In a broader scope, the ICCSV not only works with communities to develop life-long citizens, it also offers training opportunities to service participants in Senior Corps, AmeriCorps, and Learn and Serve America to enhance their service experiences.

The meshing of important civic skills and connections helps create a society of individuals dedicated to life-long service in improving their communities. Three national service events are held throughout the program year, whereby participants gain valuable skills for group facilitation, community needs assessments, collaboration, diversity appreciation, and much more. An invaluable component of these cross-stream events is the intergenerational dialogue—in a matter of minutes, barriers are broken, experiences and ideas shared, and lasting friendships formed.

Volunteerism creates better living!

While volunteers go about their day-to-day activities across the state, many Hoosiers pay little thought to the social and economic impact that a volunteer’s time, talents, and resources have on the communities, individuals, and organizations they serve.

Unlike its counterparts, the not-for-profit sector is the least recognized area in the public policy arena. Yet, not-for-profit organizations play an important part in the creation of cultural, economic, educational, environmental, and other social policies as well as the delivery of important human services. Moreover, the not-for-profit sector relies heavily on a cadre of non-compensated individuals to perform numerous responsibilities.



“Community service is of vital importance to a healthy community. We cannot rely on the “workforce” to get essential projects accomplished. Heartfelt projects are not motivated by a paycheck, but by a desire to better one’s surroundings, one’s environment.”

Sara Slayton, AmeriCorps Member, Elkhart EnviroCorps

“EVERYBODY HAS GIFTS AND EVERYBODY HAS NEEDS. WHEN YOU BLEND THE TWO, THAT’S WHAT BUILDS A COMMUNITY.”

Judy O’Bannon, Former First Lady of Indiana

WHAT HAPPENS WHEN ORGANIZATIONS AND INDIVIDUALS UNITE?



In partnership with local and statewide organizations, the ICCSV constructed a three-year strategic plan—the **Unified State Plan for Service**, or USP. Indiana’s plan focuses on three priority issues: education, citizenship, and community development/empowerment.

Through communication, collaboration, and coordination, the ICCSV’s community-based organizations are **fostering awareness of civic responsibility, enhancing citizen involvement, promoting opportunities to serve, developing sustainable community infrastructures, and supporting innovative solutions to community needs**. Additionally, Indiana’s USP offers strategies in specialized areas like literacy, intergenerational development, service-learning, cultural awareness, character education, and health and safety.

To promote the USP, the ICCSV and its statewide partners will hold eight one-day regional summits on volunteerism in Evansville, Fort Wayne, Indianapolis, New Albany, Richmond, South Bend, Terre Haute, and West Lafayette.

As a result, every community and summit participant will be challenged to:

Connect participants and communities to the three priority issues established in the USP.

Provide opportunities to weave stronger community partnerships among local organizations and individuals.

Generate the motivation to match priority issues with unmet community needs. Participants will be encouraged to take back to their communities ideas and partnerships through stimulated dialogue and resources.

Link organizations and individuals to knowledge through shared data, techniques, best practices, resources, and experiences.

In response, the ICCSV and its partners in service vow to:

Value community empowerment as a democratic course of action between local citizens and stakeholders.

Appreciate the uniqueness of each individual community, its assets, and its needs. There is no “one-size-fits-all” approach.

Respect the decisions adopted by a community.

Assist only when asked and only in the role of facilitator.

Serve as a resource and consultant.

“Without a doubt, I am part of a movement that is positively impacting the community. I have helped educate both children and adults not only about environmental issues, but also how to take action to better the environment we share.”

Maria Tice, AmeriCorps Member, Elkhart EnviroCorps

Defining Indiana’s USP Priority Issues:

Indiana’s USP is a working document. It appreciates the dynamic nature of Indiana’s communities by its:

- Flexibility to change as communities evolve.
- Recognition of each community’s unique assets, needs, resources, heritage, etc.
- Respect for local citizens who help create the kinds of communities they desire.

Safe & Healthy Communities

Encourage the involvement of individuals, agencies, and government in collaboratively identifying and positively addressing community needs to create safe, healthy environments for Indiana’s citizens.

- Increase the dissemination of information concerning health and safety issues for the volunteers and general public.
- Encourage increased participation in training to address issues of safety and health for volunteers and the general public.

Infrastructure

Aid communities in their effort to facilitate access to volunteer opportunities.

- Develop a system to assess volunteer activity in Indiana’s communities and create a database with broad accessibility.
- Create a management system to coordinate volunteers trained to meet the new homeland security needs, while ensuring the efforts of existing volunteer infrastructures do not diminish.
- Convene a representative group to act as a catalyst among stakeholder organizations at least once a year.

Education & Literacy

Expand the reach of literacy programs to all communities in Indiana.

- Increase the number of one-on-one tutoring programs.
- Raise literacy levels in our communities and prepare people for living/working in the 21st century.
- Provide greater English as a Second or Other Language (ESOL) tutoring.
- Increase volunteer base that work in literacy and mentoring programs through the college work-study program.

Intergenerational Development

Foster intergenerational learning opportunities that address the changing needs of all Hoosiers.

- Increase the number of intergenerational learning opportunities.
- Provide greater access to technology and build competency in evolving technological needs.

Service Learning

To encourage, support, and recognize service learning among children and adults to transform education, communities, and citizens.

- Expand service-learning opportunities for kindergarten through higher education academic programs.

Citizenship: Cultural Awareness, Diversity & Accessibility

Equip organizations with the knowledge and understanding of diversity issues for the purpose of creating productive citizens in the community.

- Increase dissemination of resources regarding cultural awareness, diversity, and accessibility issues.
- Encourage increased participation in trainings to address issues of cultural awareness, diversity, and accessibility for staff, volunteers, and the general public.

Character Education

Empower organizations with service opportunities to champion character education and development.

- Increase the dissemination of resources regarding character education through developed infrastructures.
- Encourage increased participation in effective trainings that address service learning and character education.



WHAT HAPPENS WHEN SOMEONE GIVES TIME, TALENTS, AND ENERGY?

The ICCSV is bolstered by the giving spirit of thousands of Hoosiers who believe in the value of community citizenship, commitment, and empowerment:

Citizenship is working together for the common good. Strong, viable communities are dependent upon the support of active and engaged citizens. In Indiana, we believe that every citizen has a responsibility to his or her community and to society as a whole.

Commitment to our communities is valuing Hoosiers of all backgrounds in sustaining and nurturing our communities. Each day throughout Indiana, thousands of citizens respond unselfishly by performing innumerable good works that improve upon the lives of all Hoosiers. Citizen investment yields stronger communities, making them better places to live, work, play, and raise a family.

Empowerment of Hoosier communities is helping Indiana to:

- Expand opportunities for Hoosiers of all ages to serve their communities.
- Develop the skills necessary for citizens to be effective leaders and participants.
- Transition leadership responsibilities to local citizens.

“VOLUNTEERING EMPOWERS INDIVIDUALS TO TAKE RESPONSIBILITY FOR THEIR COMMUNITY, NOW AND IN THE FUTURE. IT IS AMAZING TO SEE THE GROWTH THAT OCCURS THROUGH MEMBER-COMMUNITY COLLABORATION IN JUST ONE YEAR!”

Kimberly Miller
IRC Program Coordinator

“My AmeriCorps Promise Fellowship has been an inspiring journey that has opened my eyes to the endless possibilities of life and the hopes and dreams of children.

I have been fortunate enough to work with amazing kids who are full of life, energy, excitement and passion for their future.”

Morgan Koors, Promise Fellow
Youth Philanthropy Initiative of Johnson County

THROUGH THE FOLLOWING NINE PROGRAMS, VOLUNTEERS HAVE THE OPPORTUNITY TO IMPROVE NEARLY EVERY ASPECT OF HOOSIER LIVES:

Senior Corps

Senior Corps taps the skills, talents, and experience of more than 500,000 Americans age 55 and older to meet community needs in education, environment, health, public safety, homeland security, and other areas. More than 10,500 seniors in Indiana contribute their time and talents to these wonderful initiatives.

AmeriCorps

AmeriCorps engages more than 50,000 Americans each year in intensive service to meet community needs in education, environment, health, public safety, homeland security, and other areas. AmeriCorps Programs in Indiana offer services that include: tutoring elementary/middle school children; accessing service to help overcome homelessness, poverty and addiction; assisting the elderly and disabled; breaking the cycle of domestic and family violence; helping low-income citizens with legal needs; protecting the environment; preparing incarcerated youth for return to local communities; and teaching conflict-resolution skills.

AmeriCorps*NCCC

AmeriCorps*National Civilian Community Corps (NCCC) is a 10-month residential service program for young women and men, ages 18 to 24, to serve on environmental projects, education, public safety, disaster relief, and other community needs across the country.

Promise Fellows

Indiana AmeriCorps Promise Fellows mobilize communities to expand, strengthen, and invigorate efforts to deliver the Five Promises to children and youth across the State of Indiana. The five goals of America's Promise are:

- 1) Ongoing relationships with caring adults, parents, mentors, tutors or coaches
- 2) Safe places with structured activities during non-school hours
- 3) A healthy start and future
- 4) Marketable skills through effective education
- 5) Opportunities to give back through community service.

AmeriCorps*VISTA

For 35 years, AmeriCorps*VISTA (Volunteers in Service to America) has helped communities and individuals become more self-sufficient. Today, nearly 6,000 AmeriCorps*VISTA members serve in hundreds of nonprofit organizations and public agencies throughout the country—working to fight illiteracy, improve health services, create businesses, increase housing opportunities, or bridge the digital divide.

Learn & Serve

Learn and Serve America provides grants to schools, colleges, and nonprofit groups to support efforts to engage 1.5 million students each year in community service linked to educational goals. The programs are two-fold: community-based and education-based (K-12). Youth may use these grants for direct service or may re-grant funds in smaller amounts to local youth interested in providing a service to the community.

Citizen Corps

Citizen Corps mobilizes local governments in preparedness for, and consequence management of, possible terrorist attacks and for other purposes through local Citizen Corps Councils. The councils bring together the appropriate leadership in a community to focus on engaging citizens in homeland security and for promoting community preparedness and family health and safety.

Indiana 2016

To further encourage Hoosiers to be active in their communities, former Governor Frank O'Bannon created the Indiana 2016 Task Force, which is chaired by Former First Lady Judy O'Bannon. This important initiative asks individuals, organizations, and communities to set their sights on their vision for the future by asking: What is our past? Who are we today? What do we want to be in the future? How do we make that vision a reality?

Indiana Youth Commission

This dedicated and diverse group of youth serve at the local and state levels as leaders to other youth within their respective communities to promote service projects, raise awareness of youth contributions, and work with local agencies to heighten awareness of youth as volunteers and/or youth issues.

At present Indiana has 20 Citizen Corps Councils that report to the ICCSV Advisory Council. The state Council is responsible for helping the local Councils promote the National Mission of Citizen Corps, author a State Mission, and evaluate the Citizen Corps initiative. In 2003, Indiana's Citizen Corps Councils succeeded in many areas of community development. The Indiana AmeriCorps Program has also made a difference in communities around Indiana. Here is a selection of successes:

EDUCATION

Program: Coaches for Success

Population Served: Approximately 4,000 low-to-moderate income youth in Indianapolis

Types of Services: In-school tutoring (4 Indianapolis Public Schools); after-school programs; summer day camps (22 sites in Marion County)

Impact: Youth participating in in-school tutoring and after-school programs increased their test scores by an average of 38%. The summer day camp program, which operates from 7:00 a.m. to 6:00 p.m., allows parents the opportunity to take advantage of low-cost childcare that provides their children with a safe place to learn and have fun. Without this program, approximately 2,500 children would be left unattended for long periods of time during the summer.

Moreover, it allows families to be self-sufficient.



Program: Indiana Reading Corps

Population Served: Over 2,000 children in grades kindergarten through grade 6. It is the largest such children's literacy tutoring program in the state. The program operates in 88 schools and three faith-based sites in 19 communities throughout Indiana. Of the 88 schools, 69 are Title I (83%).

Types of Services: Literacy tutoring

Impact: Many schools in Indiana depend upon Indiana Reading Corps members to tutor struggling readers. As a result of this program, 70% of children enrolled in the Reading Corps program show an increase of one reading level annually, which is a significant improvement for struggling readers. As a result, schools often see an improvement in test scores, academic abilities, and student behavior. The Reading Corps also involves parents of children enrolled in the program in their children's education and has a very good participation rate among parents and caregivers.

HUMAN NEEDS

Program: LegalCorps

Population Served: AmeriCorps members serve in five sites throughout Indiana. LegalCorps members served over 4,000 low-income, elderly, and Hispanic Hoosiers during the 2002-2003 program year.

Types of Services: Conduct intake interviews with potential clients; family, housing, consumer, and public benefits cases; legal outreach to Indiana's growing Hispanic community; life skills training

Impact: AmeriCorps members assisted in 355 cases affecting 813 individuals. Additionally, members conducted 3,650 intake

interviews, educated approximately 420 Hispanic persons about access to the legal system, and taught 136 life skills classes in ten shelters. Indiana Legal Services provide free legal counsel to low-income individuals. Services are based on an individual's income as well as the kinds of cases the organization handles. The current economic situation is hitting the working poor very hard, and the need for legal services is greater than it has been for a number of years. The AmeriCorps program allows the organization to serve more Hoosiers because it limits the time that attorneys must spend on intake interviews, evaluation of income eligibility, etc.

Program: AmeriCorps Evansville

Population Served: The program serves more than 1,500 young people and senior citizens, often working with many of the same individuals on a weekly basis.

Types of Services: Various services to elderly residents in a local housing authority; after-school programs; substance abuse programs; life skills and career counseling; service-learning

Impact: AmeriCorps Evansville members provided transportation to medical appointments, delivered meals, and responded to the needs of 844 elderly residents in low-income housing. They assisted in assessing the needs of the City's housing community, worked with adults to obtain their basic skills and prepared them to earn their GEDs. Young people benefited from after-school programs in which youth in grades Kindergarten through grade 12 were tutored and participated in enrichment and drug prevention activities. Members also worked with local youth to establish a repository to locate, collect, preserve, and secure the history of African-Americans who lived in Lincoln Gardens for 60 years. The primary purpose of this program is to introduce leadership skills to inner city youth.

Program: AmeriCorps HOPE

Population Served: 5,124 homeless neighbors in Indianapolis

Types of Services: Basic human services; counseling and skills development; homeless outreach; intake services

Impact: Horizon House is the only organization of its kind in Indianapolis and the central Indiana region. Horizon House is a day center where homeless neighbors may gather to access basic human services, job coaching, etc. The organization provides service not normally performed by traditional service agencies that work with the homeless—shelter, etc. During the 2002-2003 program year, AmeriCorps HOPE members assisted homeless neighbors with 103,500 duplicated



"My participation in the Indiana Reading Corps program has been amazing and life-changing. I have learned a great deal about the importance of literacy issues and had a wonderful time working with children. I have seen hundreds of children improve not only their reading skills, but also their overall self-esteem and readiness to learn."

Tiffany Erk, Member 2002-2004, Ball State University

services that included meals, laundry, showers, and storage. While conducting street outreach, members found 756 different homeless neighbors and supplied them with water, blankets, or food to help them get through the night. Moreover, 733 different neighbors learned to write a resume or search for a job. Members assist in keeping homeless neighbors alive during some of the harshest periods in the winter and summer months. For instance, teams of members walk the streets on the coldest days of the year, with temperatures hovering around 20 degrees below zero, to take blankets and food to those individuals who are unable or refuse to access services. Members also take to the streets in the heat of summer, where temperatures sometimes reach above 100 degrees, to distribute bottles of water to these same individuals.

ENVIRONMENT

Program: EnviroCorps

Population Served: Approximately 88,000 individuals (2,380 volunteers; 84,583 individuals affected indirectly by restoration and clean up and educational outreach projects; 3,086 individuals directly impacted by education, service projects

Types of Services: Environmental service (stewardship, restoration); environmental education; environmental volunteerism (community involvement)

Impact: Through the EnviroCorps program, 200+ youth in the Elkhart community participate in after-school environmental education projects. In addition, the program provides experiential environmental education for 2,000 youth and service-learning opportunities for an additional 100 youth. More than 250 individuals benefit from water conservation and protection services. Several environmental volunteer programs will lose their organizing force and large acres of natural area restoration projects will come to a near standstill in this industrial community plagued with areas in need of remediation. (Depending on the source, the City of Elkhart has the highest number (per capita) super fund sites in the nation). Recently, the Indiana Department of Natural Resources (DNR) deemed a restoration project—former dump site and sludge pit—as a state wildlife and nature area. The Elkhart EnviroCorps was instrumental in restoring the area to a nature preserve. The EnviroCorps accomplishments have so impressed state officials that the DNR is contemplating the replication of this program model statewide.

PUBLIC SAFETY

Program: AmeriCorps Peacemakers

Population Served: 3,200 students in the Peace Education program (every 4th grade student in the Indianapolis Public School system); 2,400 student in the Peace Camp program (every 6th grade student in the Indianapolis Public School system); 1,500 youth in correctional facilities

Types of Services: Conflict resolution; peer mediation; peace clubs; outdoor environmental activities; recognition for Random Acts of Kindness

Impact: The mission of the Peace Learning Center is to create a culture of peace in the city of Indianapolis. Since its inception four years ago, every fourth grade student has visited the Peace Learning Center in beautiful Eagle Creek Park. Their students learn how to mediate and resolve conflicts, learn non-violent techniques, and are taught the value of harmony between humans, nature, and wildlife. As a follow up to this program, fourth grade students will attend Peace Camp when they matriculate to the sixth grade. Peace Camp is a three-day program that focuses on team building/problem-solving exercises and revisits the principles learned in the Peace Education program, etc. As a result of this program, teachers and administrators have observed a decline in student behavioral problems and student-to-student conflicts. Twenty-six full-time peace coordinators have been placed into Indianapolis public schools to manage the Heading Towards Harmony program. Milwaukee, Wisconsin replicated the program and the Peace Learning Center receives periodic accolades from city and state leaders, as well as officials with the Corporation for National and Community Service (CNCS).



Program: Indiana Mentor Corps

Population Served: 800 incarcerated youth (male and female)

Types of Services: Mentoring; life skills development; society re-entry plans

Impact: Indiana Mentor Corps members work with incarcerated youth in Indiana's correctional facilities to provide life skills in the areas of financial management, resume writing, appropriate dress and conduct in a job interview, etc. In addition, members mentor these young people and assist them with the preparation of a re-entry plan upon, which they will utilize upon the completion of their sentence. Consequently, the state has witnessed a 15% reduction in the recidivism rate of juvenile offenders that participate in the program.

Moreover, without an AmeriCorps program, the organization could not serve an additional 500 youth.



WHAT HAPPENS WHEN OUR EFFORTS SUCCEED?

“I GAINED SO MUCH EXPERIENCE IN WORKING WITH CHILDREN AND ADULTS OF ALL AGES, PERSONAL STRENGTH IN MY ABILITIES AND SKILLS, AND KNOWLEDGE ABOUT THE COMPLEXITIES OF OUR ENVIRONMENT.”

Monica Alwine, AmeriCorps Member, Elkhart EnviroCorps

ICCSV members have many great accomplishments. Below is snapshot of statewide improvements because of Hoosiers' investment in their communities and fellow citizens.

Success in EDUCATION

- Taught adults GED or basic skills development, benefiting 357 adults.
- Taught students in grades 1 through 12, benefiting 1,647 students.
- Provided child care, benefiting 150 children.
- Provided other community strengthening activities for community youth, benefiting 1,530 people.
- Provided volunteer opportunities (organized service days for the community) 11 service learning projects, benefiting 463 people.
- Organized or conducted service learning & community education activities, benefiting 11,701 students.
- Provided out-of-class enrichment (such as field trips) including 26 trips benefiting, 199 students and 16 sessions benefiting 68 residents.
- Tutored students in grades 1 through 12, benefiting 800 students.



Education outcomes:

- 93% of 40 adults tested on computer literacy program passed on the second try. That is a 30% increase in the number of adults served each month (from 6 to 86) as a result of AmeriCorps members involvement. Increase in number of student hours in the GED tutoring program rose by 63% from 655 hours per month to 1066 hours.
- 95% of 800 students successfully demonstrated six first aid skills by the completion of the course. 100% successfully completed the course.
- 65% of 72 graduating children demonstrated a two point increase in performance from pre to post test in the Smart Moves/Smart Kids program.
- 100 children were served each week with a focus on the development of their mental, emotional, physical and spiritual resources.
- 80 of 135 students could recite nine of the Character Education mandates after participating in character education exercises.
- 300 students participated in 50 service learning projects.

- 20 residents in an independent living facility increased their independent living skills by 1 to 2 levels during the reporting period as a result of working with two AmeriCorps members.
- 300 students showed improvement in grades and decreased discipline incidents as a result of participation in after school tutoring program through Peace Village.

Success in HUMAN NEEDS

- Accepted 7,930 applications for assistance, benefiting 7,930 people.
- Initiated 92 activities, benefiting 604 participants.
- Made accessible 104,209 services, benefiting 6,150 homeless neighbors.
- Acted upon 1,303 referrals, benefiting 1,303 homeless neighbors.
- Identified multiple specific support needs, benefiting 1,213 people.
- Informational materials developed, benefiting 87 individuals.
- Provided independent living assistance, benefiting 297 people.
- Provided case management, such as health appointments or follow up scheduling, benefiting 213 people.
- Provided child care in support of other human service activities, benefiting 218 child residents.
- Provided access to health care, diagnosis, and/or follow-up, and/or screened for needed care, benefiting 949 individuals.
- Counseled 207 individuals concerning job development or placement.



Success in PUBLIC SAFETY

- Conducted personal development activities related to adult offenders or ex-offenders, benefiting 33 adults.
- Conducted anti-victimization counseling, workshops in violence prevention, or helped in negotiating the justice system, benefiting 1,765 people.
- Organized and/or conducted after school sports & violence avoidance activities, benefiting 390 participants.
- Conducted developmental activities related to juvenile offenders or ex-offenders, benefiting 10 juveniles.
- Counseled 227 individuals about substance abuse prevention or related issues.

Success in COMMUNITY STRENGTHENING

- Provided volunteer training/support/recognition for 332 persons.
- Organized or staffed a community event, fair, or benefit related to health or other human needs, benefiting 525 people.
- Distributed educational information regarding community services to 1,500 people.
- Conducted 12 service events, benefiting 2,470 people.
- Distributed 3 newsletters, benefiting 9,000 people.
- Built an interagency collaboration on service, including:
 - 98 agency contacts, benefiting 625 people.
 - 258 agencies, benefiting 20,782 students.
 - 2 collaborations, benefiting 3,955 people.
 - 354 days served, benefiting 584 people.
- Provided information regarding community services not listed elsewhere, resulting in:
 - 1,912 calls fielded benefiting 1,912 people.
 - 15 outreach events benefiting 1,775 people.
- Provided other community strengthening activities, including:
 - 18 basic assistance with transportation, benefiting 18 people.
 - 62 member activities, benefiting 10,032 people.
 - 6 community events, benefiting 4,150 people.
- Recruited and coordinated 20 volunteers for assistance in addressing human needs issues.
- Informational materials distributed, benefiting 606 school personnel.
- Provided volunteer opportunities and organized 21 service projects, benefiting 1,399 people.

Other 2003 ICCSV highlights include:

- St. Joseph County trained and equipped a model C.E.R.T team.
- Warrick County has trained more than 400 people in First Aid/ CPR.
- Citizen Corps of Allen County held a Volunteer Recruitment Fair that drew more than 500 people to three Fort Wayne locations.
- By the end of October, Monroe County will have distributed some 10,000 Home Safety Kits, which will include replacement smoke detector batteries for low-income families.
- Evansville-Vanderburgh Counties have more than two dozen trained C.E.R.T educators to help train the community in emergency preparedness; more than 250 have been trained so far this year.
- Elkhart County Citizen Corps Council has shot a commercial to help educate the county as to what Citizen Corps is all about, and how citizens may become involved.



“Each AmeriCorps person I have met has been a pleasure to work with. I have missed them after they’ve left – their help has been invaluable.”

Elementary School Teacher

WHAT HAPPENS WHEN WE CELEBRATE OUR SUCCESS?

ICCSV participants are having a tremendously positive effect across Indiana. The momentum from each success story generates another wave of ideas, enthusiasm, and initiatives to keep the progress in motion. Join us as we recap 2003's celebrations of achievement:

JANUARY 15, 2003

Celebrate Volunteerism in Indiana

Approximately 75 volunteers, volunteer center representatives, and not-for-profit organizations showed their support for Indiana's volunteer sector. The Commission organized the event in collaboration with the Indiana Association of Volunteer Centers, the Indiana Association of United Ways, and Indiana 2016. Former Indiana first lady, Judy O'Bannon, served as the keynote speaker and two members of the Indiana General Assembly offered remarks. Former Governor Frank O'Bannon proclaimed the week of January 15 as 'Celebrate Volunteerism in Indiana.' In addition, the Commission presented five Governor's Awards to organizations that did an outstanding job recruiting and supporting volunteers in the following categories: business, faith-based, higher education, United Ways, and Volunteer Centers. In conclusion, the Commission hosted a 'Public Discussion on Volunteerism in Indiana.' The ICCSV introduced attendees to Indiana's Unified State Plan for Service and representatives from statewide organizations shared information and best practices around civic engagement, volunteer recruitment, board development, and fundraising.

JANUARY 20, 2003

Dr. Martin Luther King, Jr. Day of Service



The objective of the MLK Day of Service was to educate, motivate, and empower young and old alike to become active citizens and increase their awareness around the issues addressed by Dr. King. The morning workshops were limited to 200 individuals. Children, youth, and adults attended workshops on diversity appreciation, creative arts, and community service project implementation. Participants learned about social issues like hunger/poverty, literacy, peace, and non-violence. At the conclusion of the day, attendees attended a facilitated group

reflection prior to a community-wide celebration, which ended the day's activities. Over 500 residents from Indianapolis attended the celebration, including elected officials.

FEBRUARY 4-6, 2003

Winter Retreat (Statewide Event)

AmeriCorps Members, VISTAs, Senior Corps programs, and program directors attended the two-day event to develop, refresh, and celebrate. AmeriCorps Members attended workshop sessions ranging from cultural diversity to how to create sustainable community service projects. Presentations also focused on homeland security, conflict resolution, facilitation skills, and more. VISTAs and program directors gained knowledge and shared best practices at workshops on community collaborations, maximizing citizen participation in the community planning process, and sustainability of national service programs. All attendees participated in a number of service activities from building bird houses for a local nature preserve to assisting a local food bank operated by an consortium of faith-based institutions. A town hall meeting was held during the first evening to provide service participants with an opportunity to share a story or idea from the year-to-date service.



"They helped me become a better person about a lot of things. I really enjoyed them being here as another helper."

High school freshman speaking about AmeriCorps

JUNE 25-26, 2003

Summer Celebration (Statewide Event)

Two hundred ninety-four AmeriCorps Members, VISTAs, program directors, and Senior Corps directors attended the event. A committee comprised of cross-stream national service programs planned the event. The committee instituted workshop topics based on needs assessments completed by Members and directors. A sampling of AmeriCorps/VISTA workshops included: Community Involvement/Building Partnerships; Getting the Most from Your Education Award; Marketing Your Year of National Service; Group Planning and Problem Solving; Transition for VISTAs. Senior Corps and AmeriCorps directors received training from a number of national service providers. CAMPAIGN CONSULTATION offered a workshop on capacity building and PROJECTSTAR on 'Measuring for Impact' (performance measurements). Additionally, AmeriCorps directors received custom training on developing local advisory councils, recruitment (CNCS Recruitment Specialist), and time management. Senior Corps directors attended special sessions on civic engagement, faith and community initiatives, homeland security, and volunteer recruitment/retention.

AUGUST 19, 2003

Regional Summit on Service and Volunteerism (Region I, Central Indiana)

Regional summits hosted by the Commission are a by-product of the Indiana Unified State Plan for Service. At the invitation of former Governor Frank O'Bannon, up to 17 individuals from 12 counties were invited by local United Ways executive directors to attend as community delegate. A total of 125 individuals representing national service programs, community foundations, United Ways, educational institutions, faith-based institutions, business, and government, to name a few attend the one-day event. The purpose of the regional summits is three-fold: 1) to share with organizations and individuals information about available statewide resources and best practices; 2) to connect communities to a common framework that fosters awareness of opportunities to serve through the development of sustainable infrastructures that enhance citizen involvement in the formulation of innovative solutions to community needs; 3) to provide an opportunity for organizations and community organizers to form or enhance community partnerships around service and volunteerism. Approximately 20 state agencies and statewide organizations offered informational and technical assistance workshops. In the afternoon, delegates had an opportunity to discuss current volunteer efforts in their counties and were encouraged to create local work plans on how to engage more individuals in service. The objective of the community networking session was for communities, individuals, and organizations to COMMUNICATE, COLLABORATE, and COORDINATE.

OCTOBER 22-23, 2003

Inaugural Governor's Conference on Service and Volunteerism (Statewide event)

Three-hundred seventy individuals representing all streams of national service, educators involved in service-learning (K-higher education), directors and volunteers from community- and faith-based organizations came together to ENERGIZE, CELEBRATE, and EDUCATE. Governor Joseph Kernan kicked-off the event with a keynote address in which he spoke about the importance of being engaged in community. The Governor also introduced the Indiana Ready Card, a wallet-size document designed with tips and individualized information (emergency numbers, etc.). On the second day of the conference, the Commission hosted a luncheon to honor nine recipients and one organization with the Governor's Award for Excellence in Community Service and Volunteerism. Individuals and organizations were nominated in the following categories: Citizenship, Community Development, Education, the Environment, Health and Human Services, Public Safety, and Technology. One AmeriCorps Member and one Senior Corps (R.S.V.P.) volunteer were recipients of the award. Singer-songwriter David M. Roth gave the keynote address. Event workshops covered a wide range of topics sub-divided under three priority issue areas established in Indiana's Unified State Plan for Service: EDUCATION, CITIZENSHIP, and COMMUNITY DEVELOPMENT/EMPOWERMENT. Workshops ranged from recruitment and management of volunteers to fund development, the 'Power of Youth' to intergenerational service activities. The conference and luncheon also served as Opening Ceremonies for the AmeriCorps Members. Members were sworn in during the luncheon. The planning committee was comprised of representatives from all streams of national service, the Indiana Campus Compact, and other state and local community- and faith-based groups.

WHAT HAPPENS WHEN WE JOIN HANDS AND WORK TOGETHER?

“Serving others is not always easy, but the work will pay off in the end. AmeriCorps gives me a chance for a better education beyond high school and the opportunity to achieve greater success. I believe in AmeriCorps wholeheartedly. The change starts when people get things done for America.”

Shateka Willett Woods, AmeriCorps member

Statewide MLK Day a Success

The Peace Learning Center received a CNCS grant to host a statewide MLK Day Celebration. The event was held in partnership with the ICCSV, the Indiana Youth Commission for Service and Leadership (IYCSL), and the Center for Applied Spirituality. Approximately 200 youth attended an event on Sunday. Youth participated in team building exercises and Help



Increase the Peace trainings conducted and facilitated by Peace Learning Center AmeriCorps members and staff. Youth learned about the factors that often lead to violence such as poverty, lack of education, etc. An overnight was hosted for the youth at a local hotel. On Monday, youth participated in a MLK Day Celebration at the Colts Complex attended by the Mayor of Indianapolis, Bart Peterson, Congresswoman Julia Carson, and Indiana First Lady Judy O'Bannon. Over 500 individuals from the Indianapolis-area attended the event. In the afternoon, youth listened to

presentations by a wide array of human needs, environmental, and peace and justice organizations. Two respected and dynamic youth, Jhordan Logan and Jason Crowe, provided their peers with ideas about how to develop and implement service projects in their communities.

ICCSV Hosts “Call To Action Conference”

The ICCSV hosted a conference in April titled “A Call To Action.” The two-day event brought together approximately 250 national and community service participants from across the state to learn more about new developments in national and community service since the September 11th attacks. Members were treated to panel discussions on the faith-based initiative, homeland security, and civic engagement. The Chiefs of Staff of Senator Evan Bayh and Congresswoman Julia Carson provided insights into the President's re-authorization legislation and other legislative activities surrounding national and community service. During dinner on the first evening, AmeriCorps and other participants were invited to share personal stories of individuals they serve without revealing the individuals' identities. The evening proved to be very emotional for all of those in attendance. It was incredible to learn about the varied needs in our society, and in particular, our state. More importantly, it was heartwarming to see how AmeriCorps and other CNCS programs are making a difference in the lives of their fellow Hoosiers.

ICCSV Partners with Local Indianapolis Organization to Host Join Hands Day

SouthEast Neighborhood Development (SEND) and the ICCSV hosted a joint Join Hands Day event on the south side of Indianapolis. Approximately 100 individuals participated in the day's activities, which included home revitalization projects in one of the city's most economically depressed communities. Volunteers painted homes, cleaned local parks and restored playground equipment. One America's Promise Fellow participated in the event as did several AmeriCorps members. In addition, the event was planned with the assistance of the SEND's Volunteer Coordinator, a VISTA volunteer. Thirty students participated in creating a local mural several days later.

AmeriCorps Members Contemplate “Life After AmeriCorps” at Summer Celebration

The ICCSV hosted a three-day training and service event for AmeriCorps members and other national and community service participants. Approximately 200 individuals attended the event in Merrillville. CNCS CEO Les Lenkowsky and Indiana First Lady Judy O'Bannon were on hand to offer their thanks and to give some words of encouragement to those members departing AmeriCorps. Members participated in numerous training activities ranging from how to write a winning resume to successful interview skills. In addition, members participated in 15 local service projects. Agencies in a surrounding three-county area were thankful for the services rendered by members and participants.

ICCSV Staff Participate in Peer-to-Peer Exchange

Two ICCSV staff, Brandy Wood and Carey Craig, visited the New York Commission as part of a peer-to-peer exchange sponsored by the Association of Service Commissions. The two-day trip afforded the Indiana delegation the opportunity to witness the programs, activities, and day-to-day operations of the New York Commission. The ICCSV staff returned with a number of ideas in the areas of disability awareness, marketing, Unified State Plan, and AmeriCorps. To date, a number of these ideas have been incorporated in the ICCSV's management and oversight of its programs and activities.

Indiana Submits Comprehensive Three-Year Unified State Plan for Service

On July 1, 2003, the ICCSV submitted its three-year Unified State Plan for Service. This comprehensive plan has a bold vision and mission with three priority areas: Education, Citizenship, and Community Development. The Plan was created with the input of numerous statewide service partners, federal and state agencies, and faith-based organizations.

**“OUR STUDENTS’
SELF-ESTEEM IS MORE
POSITIVE AS THEY RECEIVE
INDIVIDUAL ATTENTION AND
ASSISTANCE. MORE WORK
IS COMPLETED WITH
AMERICORPS MEMBERS
THAN WITHOUT THEIR
ENTHUSIASM AND HELP.”**

High school teacher speaking
about AmeriCorps members



WHAT HAPPENS WHEN WE LOOK TO THE FUTURE?

Indiana 2016 Initiatives Benefit from Commission’s Leadership

The ICCSV plays a significant role with the Indiana 2016 Task Force chaired by former First Lady, Judy O’Bannon. The charge given to the Task Force is to answer the question: What do we want Indiana to be on its 200th birthday in 2016? The 25-member Task Force is encouraging individuals, organizations and communities to set their sights on their vision for the future and help make it a reality.

The task force will place a special emphasis on initiatives that address education, health and human services, arts and culture, technology and community development. Indiana 2016 encourages Hoosiers to build upon the foundation laid by our forefathers and set their sights on the future by asking four core questions:

- What is our past?
- Who are we today?
- What do we want to be in the future?
- How do we make that vision a reality?

The Hoosier spirit of volunteerism and community service is making a difference in Indiana. Volunteers from all geographic, economic, and social spheres are making time to improve Hoosier communities. Community is at the heart of the Kernan Administration because every Hoosier is vital to the success of Indiana’s future.

“Bring Hoosiers together to build Indiana’s future” is a worthy vision—one that encompasses the Indiana 2016 Task Force along with big ideas and big collaborations. The partnership between the task force and ICCSV has created a model for a series of joint ventures helping to make that vision a reality.

For each of the past two years, the Commission has taken the lead in recruiting, training and managing nearly 100 volunteers to explain the mission of Indiana 2016 to thousands of visitors to “Step into the Future” during the 12-day State Fair.

“As Hoosiers look ahead to our bicentennial in 2016, we see that science and technology have the potential to play an exciting role in our futures, jobs and lifestyles. At the fair we showcase some of the most exciting scientific research and development going on in both the public and private sectors in Indiana today,” explained Indiana 2016 Program Director Jennifer Swenson. “In the process, we hope to spark the imagination and interest of Hoosiers—young and not-so-young—in high-tech careers.”



Staffing new businesses will require a specially educated workforce, and retention of our state’s best and brightest students has long been a concern of community and state leaders. Through the Indiana 2016 Leadership Summit: Charting a Course, two outstanding college leaders from each institution of higher learning in the state will be invited to spend a day familiarizing themselves with issues that will shape Indiana’s future through keynotes, dialogue and networking with some of the states top leaders in the fields of education, business, government, not-for-profit and the arts. Once again, leadership from the Commission has helped to shape this event.

The Commission’s support has also provided a model for similar partnerships with organizations such as the Indiana Historical Society,

the Indiana Humanities Council, Purdue University, Indiana University School of Informatics, the Science Education Foundation of Indiana and the Independent Colleges of Indiana. Collectively the impact has been significant. Indiana 2016 is indebted to the ICCSV for helping Indiana prepare for its future through education about, and encouragement and recognition of active involvement of Hoosiers.



OUR PARTNERS IN SUCCESS...

ICCSV is achieving success and recognition because of the organizations and individuals on every Main Street and country road across Indiana. Much of our programs’ successes are credited to those who bring insight, initiative, and ingenuity to the table. Beginning in January 2002, the following stakeholders worked together to create ICCSV’s Unified State Plan:

Alliance for Catholic Education
Boys and Girls Clubs of America
Bridging the Gap
Center for Character Development
Center on Philanthropy at
Indiana University
Central Indiana Council on Aging
Communities In Schools
Corporation for National and
Community Service, Indiana Office
Cummins, Inc.

Indiana AmeriCorps Programs
Indiana Association of Cities and
Towns Foundation
Indiana Association of
Volunteer Centers
Indiana Campus Compact
Indiana Criminal Justice Institute
Indiana Department of Commerce,
Community Development Division
Indiana Department of Education
Indiana National Guard

Indiana Retired and Senior
Volunteer Association
Indiana Senior Corps Programs
Indiana Youth Institute
Indiana Youth Services Association
Kiwanis International
Lutheran Social Services of Indiana
Purdue University Cooperative
Extension Service

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